Resident Handbook

Prince Edward Home

Health PEI
One Island Health System

PURPOSE

This handbook was created to help familiarize residents and their "advocates" (eg – family, friends, supporters) with Prince Edward Home. It is our hope this handbook provides helpful information to you and helps with the transition to the home. For additional information not contained within this handbook, please feel free to contact any staff member for assistance.

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WELCOME TO PRINCE EDWARD HOME!

On behalf of our residents and staff, we warmly welcome you to your home! Our staff and volunteers are dedicated to providing you with quality personalized service in a spirit of care embracing comfort, respect, dignity and meaningful relationships.

Opened in November 2013, Prince Edward Home's modern purpose-built facility proudly serves as a home for our community. Over the years, a lot has changed. Technology has evolved; new treatments and services have emerged. Even our thinking as to what constitutes "health" has shifted. As we look towards the future, we can expect continual change and efforts for continuous improvement. Regardless, the underlying principle remains the same as always: namely, doing what is in the best interests of those we serve. At Prince Edward Home, this means our focus and our actions are directed by your needs and wishes. This is your home and we are here for you.

Your comments and suggestions are welcomed at any time. We will be pleased to hear them, as your happiness is our satisfaction.

Sincerely,
The Prince Edward Home Family

ADVICE FROM RESIDENTS TO RESIDENTS

Moving into a long term care home can be uncomfortable and that is understandable. But rest assured, your care is in good hands. Over the years the residents and their advocates have emphasized how well they are looked after. Nonetheless, moving in can be overwhelming. Here's some advice from residents themselves to help encourage as positive an experience as possible for you:

- ✓ Give yourself some time to get used to it (be patient with yourself)
- ✓ There are only so many staff members and waiting will occur (be patient with the staff)
- ✓ Keep in mind that it's not a "nursing" home; it's a long term care home where lots of great things happen!
- ✓ Observe life in your new home; ask lots of questions to make sure you understand
- ✓ Build relationships. Talk to staff and other residents about who you are and what you're capable of and also learn about them
- ✓ If you leave the building, be mindful to inform staff of the details
- ✓ Concentrate on what works for you, your strengths
- ✓ Welcome your family and friends as much as possible during the adjustment

- ✓ Put your name on your door and add items to your personal display case ("Memory Box") so friends and family can find you and others can get to know you better
- ✓ Maintain independence as much as possible. Continue to do the things you can do
- ✓ A fan or stand-up air conditioner can be helpful for the summer months but check first with staff before purchasing
- ✓ Participate in recreation activities
- ✓ Get out of your household as much as possible
- ✓ Add a few personal touches to make your space "homey"
- ✓ Ask staff for help when needed

"...One of the best things about being in Prince Edward Home is the opportunity to meet people and become part of a community. The other residents you encounter are your neighbors. The staff members are your coworkers, assisting with your day. The connections you make in the community can transform the experience."

WHAT TO BRING

- Health Card
- Cards for any medical coverage
- Copy of "Power of Attorney" document, if available (not mandatory but it is beneficial for financial services to have a copy)

- Current medications in their original containers
- Emergency contact phone numbers
- Toiletries and personal items (photos, bedding, ornaments, etc.)
- Clothing

CARE PLANNING

When you move in, an initial plan of care based on things such as your daily preferences, needs and pleasures are pulled together by the care team. After having had sufficient time to become acclimated and allow for further detailed understanding of your wishes and needs, approximately six weeks afterwards, you and your advocate(s) (whomever you've chosen) are invited to participate in further developing this plan. Feedback, including suggestions and concerns is welcomed and appreciated. Where possible, adjustments are made to incorporate them. After the plan has been fully established, thereafter annual meetings are scheduled with you and/or your advocate(s) to review any updates to be made. However, should there be significant changes in your health, more frequent meetings and discussions may occur.

YOUR CARE TEAM

Many people are involved at different stages in your care at the home. A variety of personnel are consistently present on each shift and are specifically assigned to a household. The complement features a mixture of full-time, part-time and casual staff typically covering eight and twelve-hour shifts.

The primary day-to-day contact with respect to your personal care is the nursing staff, namely the RCW, LPN and RN:

Resident Care Worker, "RCW"
Is the personal care provider. The RCW provides professional quality care guided by your physical, emotional, psychological and spiritual needs.
The RCW possesses comprehensive knowledge about each resident, including information obtained from the "Time of My Life" document completed upon move-in. The RCW will be the initial contact for special needs items such as clothing.

Recognizing the importance of consistency and relationship development, we strive to have these staff specifically assigned to you.

Licensed Practical Nurse, "LPN"
Assesses, plans, implements, and evaluates your care. The LPN collaborates with other health care members when your needs change and also dispenses medications to assigned households. The LPN also completes resident assessments, reviews treatments, performs medication reviews and monitors foot care needs.

The LPN functions as the team leader and is the individual to whom immediate concerns or questions should be directed.

Registered Nurse, "RN"
Delivers and monitors the delivery of your care based on the person centred philosophy. The RN is responsible for the day-to-day supervision of the households. A registered nurse is always in the facility and assigned to each household.

The RN coordinates your care plan and consults with the team to maintain, stabilize, or improve your quality-of-life. This team member will contact your designated advocate (unless you otherwise prefer), when there has been a significant change in your health or to answer questions and address concerns related to the provision of care.

Other members of the care team:

Combined Service Worker, "CSW"
Provides meal service and performs general

housekeeping duties throughout the household, including resident rooms. Also supports the team with providing general assistance to residents as needed. A CSW is assigned to the household for a twelve hour shift, covering breakfast, dinner and supper time periods.

Clinical Resource Nurse, "CRN"
Consults and supports staff in regards to nursing care for complex matters. This nurse also identifies, designs, implements, and evaluates education and training for nursing staff.

House Physician/Nurse Practitioner
Oversees medical plan of care and provides or coordinates consultative services and treatments, as required. Additionally, prescribes medication and orders. Aside from exceptional circumstances, there is always a physician/nurse practitioner on call for the facility. Typically, "rounds" are conducted on a predictable weekly basis. Requests to the physician/nurse practitioner are processed via the registered nurse.

Please note upon moving in, you may elect to retain your own family physician, if available.

Recreation Staff
Leads or aids in the development and coordination of therapeutic programs designed to stimulate and engage you physically, socially and spiritually. As much as feasible, programming aims to be attuned to your interests.

Occupational Therapists, "OT"
Provides assistance when residents are experiencing significant difficulty performing meaningful personal activities, particularly in the areas of maintenance of independence, leisure and productivity. The OT seeks to collaborate with you, your advocate(s) and others to help encourage participation in these areas. Referrals for service are typically initiated via the team lead or RN.

Physiotherapist, "PT"
Promotes wellness, general fitness and seeks to optimize safe functioning. The physiotherapist provides assessments and care aimed at maintenance of strength, balance, mobility and endurance. Referrals for service are typically initiated via the team lead or RN.

Dietitian
Conducts therapeutic nutritional assessment and counseling. Collaborates with you, your advocate(s) and other members of the team to develop and evaluate important nutrition outcomes and to promote healthy dietary intake.

Infection Control Professional, "ICP"
Strives to prevent health care associated infections and promotes a safe and secure environment for all in our households. The ICP provides leadership, education, and coordination of activities that contribute to the prevention and control of infections within our households.

Social Worker
Participates in your ongoing care planning needs with a focus on enhancing quality of life based on a holistic approach. The social worker promotes positive relationships with you and your advocate(s) and also provides healthcare decision making and end of life planning education.

Counseling, mediation, and advocacy are also available to those who require support during the transition to long-term care.

Volunteers
Fullfill specific duties as assigned and requested. Volunteers are vital members of the team and can make a big difference in the home. These very helpful people can often be seen in their distinctive red shirts sporting a nice warm smile!

COMMUNICATION, QUESTIONS AND CONCERNS

Receiving feedback of wonderful care is always welcomed and our staff certainly can feel a boost when they receive word either directly or indirectly of your satisfaction. Such sentiments are always welcomed!

While our goal is to consistently deliver high quality person centred care, we do understand there are occasions where this may not be the case. There could be

many reasons why but letting us know will help to rectify the causes. And in so doing, be assured there would **be no negative consequence** to either you or your advocate.

While all residents and advocates are welcome to contact any staff member at any time, front-line staff members are often in the best position to answer questions immediately because of their intimate knowledge of your day to day experiences. However, if your concerns persist, please ask to speak to the RN in charge of the household. If they remain unresolved, please request to speak to the manager of the department(s) in question or the Administrator of the home.

Positive or negative, we always appreciate hearing from you and your advocates. Please feel free to do so at any time in whatever way you are comfortable with. Whether it is in person, over the phone or in writing, your perspective is valued!

For your information, Health PEI also provides a confidential on-line option to express compliments or concerns: (www.healthpei.ca/feedback.php?lang=E)

HOW ADVOCATES CAN HELP

When you come to live at Prince Edward Home, your advocates become an integral part of the Prince Edward Home community and are a wealth of knowledge about

you. Around the time of moving-in, they are often encouraged to complete the "Time of My Life" forms to help us get to know your preferences, routines and wishes. We encourage their participation in all aspects of your experience at the home.

The following list suggests some of the many ways your advocates can help:

- Participate in the regular household meetings (ask staff for date and time)
- Help furnish your room and "memory box"
- Request suggestions from the care team on means to help
- Volunteer time and talents (suggest or lead an activity!)
- Walk with you and others – inside or outdoors
- Go out for a drive
- Attend programs at the home (church service, entertainment, etc.)
- Share a tea/coffee break
- Assisting with personal grooming – hair, cosmetics, manicure, shaving, etc.
- Clean eyeglasses or dentures
- Provide assistance at meal times
- Assist during recreational programs
- Help with exercises
- Visit with other residents who have few visitors

- Check clothing for needed replacement items
- Write letters or read with you and others
- Take you home to the community for a day or a weekend
- Share a meal at a restaurant
- Take you to church, concert or movie
- Collect family history and stories or even record on video
- Comprehensively complete the Time of My Life document with you
- Bring in pictures of your family and friends
- Bring in a pet

Advocates are invited to contact the Recreation Department in person or call the main desk if they would like to share or participate in any scheduled activities. They are also strongly encouraged to participate in "Montessori" activities with you and others. Activity kits are available in each household (check with nursing staff for location).

Advocates can also help by keeping the living room area of the neighborhoods as uncluttered and quiet as possible. Residents with dementia often experience anxiety, fear, confusion or frustration in an active, noisy environment. We strive to provide a calm, homelike environment for all residents. This environment complements staff's efforts to redirect residents who may be experiencing challenging behaviors. Advocates can also help in this regard by taking a resident – after informing the staff

- for a walk off the household or socializing with a resident in their room on occasions when the household is congested or noisy.

For additional information to assist with the transition to long term care, please see the appendix for links to helpful community-based organizations.

VOLUNTEER SERVICES

Volunteer opportunities abound here at Prince Edward Home and are seen as crucial in fostering resident well-being. Services provided to you are complemented by the involvement of the greater community and in turn, volunteers may gain valuable exposure and life experience. Volunteers are the backbone of our home and we are continuously striving to further develop and enhance this great service.

Volunteers at Prince Edward Home enhance the programs offered by the Recreation Department. Some of the many examples include assisting with the canteen, helping with parties and socials, aiding pastoral activity, reading mail, looking after plants, visiting isolated people, bringing in pets, appointment accompaniment and so on. Volunteers also can share talents such as music, art and teaching.

Whether through recognition or any other type of support, please help us maximize the wonderfully mutual experience of the volunteer. Another such way to

do so, is to have your advocate(s) join their ranks! Have them consider signing up and becoming a member of our volunteer team at Prince Edward Home. Not only do you benefit, but so would they, here are some to name but a few:

- Satisfaction in enhancing the lives of others
- Opportunity to make new friends
- Develop a new range of skills
- Gain insight into future career aspirations or options
- Obtain references
- Collect volunteer hours for an educational program or bursary program (for more information, you can contact Community Services Bursary Program at 902-368-4640).

Whether contributing a substantial amount of time or just a bit, or helping with a big project or a small one, we sincerely value each of our thoughtful volunteers and very much appreciate and depend on them. Advocates, please consider joining this wonderful group while encouraging others to join their legacy of caring. The impact is truly substantial. As put by one of them:

"My favorite part of volunteering is getting to know the residents and listening to their stories. It feels really good to know you put a smile on someone's face that day just by spending time with them. It truly is a rewarding experience."

For more information please call the main desk.

"Interested Advocates?"
Here's How to Become a Volunteer

1. Complete an application form. Applications can be picked up at the home.
2. Complete a Security Check at your district police department.
3. Return the completed application form and Security Check to the reception desk at Prince Edward Home.
4. Please indicate your top five choices for volunteer roles in case a particular role is already filled.
5. Participate in a Volunteer Orientation. This will provide you with an opportunity to interact with other volunteers as well as provide you with the necessary training for your assignment and a chance to tour the home.

ACCESS, VISITING & PARKING

Access

The front doors open automatically from 7 a.m. to 10 p.m.. The inside door is locked throughout the night. If after-hours access is required, nursing staff can be reached through the phone in the foyer. Visitors should not provide outside access to residents on locked neighborhoods without the consent of staff. If you encounter difficulties, any staff member will be happy to assist you.

Visiting

Maintaining relationships with family and friends is an important part of your well being. To support a homelike environment, visiting is permitted at any time. A room directory board to locate residents is located inside the front door of the home for the convenience of visitors. Residents' names are also posted in their household lounge and on the door of their room. A resident's room can also be identified by the personal items in their memory box outside their room.

Parking

Visitor parking is located at the front of the building. Please, do not park in the "Fire Lane" or in other parking restricted areas. Handicapped parking is provided.

During inclement weather, visitors are asked to please remove outdoor footwear and place on mats at front entrance. To help maintain home cleaniness and promote pedestrian safety, indoor footwear is appreciated.

FACILITY EMERGENCIES

All staff are trained in the "All-Hazard" plan encompassing various potential emergency events, including fire. Monthly drills occur to educate staff, volunteers, residents and advocates on proper protocol and ensure the safety of everyone.

In the incident of a fire alarm, you and your visitors are to remain at your location and follow direction of the home's staff. If your advocate chooses to stay in the home during this time, they must remain with you until further instruction is given.

Please note, open flames are not allowed within Prince Edward Home. This includes birthday, decoration, and scented candles.

FURNISHINGS AND CLOTHING

In accordance with various safety regulations, the home must meet fire, safety and infection control standards. It is our commitment to identify and effectively manage risks to everyone at the home.

Furnishings

All rooms are furnished to meet your mobility needs. The use of personal items to create a homelike environment is encouraged and can make a substantial difference in promoting your comfort. However, there are space constraints and to limit the possibility of injury and ensure care can be comfortably provided, there are some limitations. **Please discuss your room preferences prior to moving-in as they must be pre-approved to ensure compliance with various regulations.**

The following personal furnishings may be accommodated safely, if space allows:

- TV - Flat screens, up to 40 inches
- Chair (excluding glider and rocking chairs)
- Personal items such as pictures and ornaments
- Personal computer, tablet or other electronic device

Please note, some of these items may need to be removed as your needs change. The nursing staff will consult with you and or your advocate when these changes become necessary.

Some other pointers:

- The maintenance department must approve all furnishings and electrical items to verify these items adhere to applicable fire, safety as well as occupational health and safety standards
- Please label all personal items prior to arrival to your new home and ensure the staff are informed of them
- The cleaning and maintenance of all personal furnishings are your and or your advocate's responsibility
- Wallpaper and borders are not permitted for infection control and environmental health considerations
- While we are to take great care at all times, please be advised the home is not responsible for any damage or loss that may incur to personal property

Clothing

Labeling of resident clothing will be provided on site by the sewer; however, families who wish to label clothing themselves may do so. Name tags may be ordered, free of charge, by contacting the sewing room. Due to limited closet space, you or your advocate are requested to update your clothing as necessary, such as when the seasons change.

Clothing can be sent to the seamstress for alteration. Alterations can only be done to increase pants by one size. This will allow time for residents and advocates to purchase adaptive clothing or access a seamstress for more detailed alterations. Upon completion, your clothing will be returned to your room.

Staff and advocates are both asked to please assist by:

- ✓ taking time to verify the return of residents' garments sent for name tags or alterations; and
- ✓ putting all soiled personal laundry in white laundry bags only

HAIRDRESSER & BARBER SERVICE

Hairdressing and barber services are available to all residents on a regular basis. The shop is located adjacent reception. There is a fee for this service and rates are posted in appropriate areas. Billing for hair services will be handled by the finance office, also located adjacent reception.

Please check schedule for hours of operation.

HOUSEHOLDS

Prince Edward Home has five neighbourhoods, each with two households: *Lighthouse Cove, Fox Meadow; Lupin Valley, Lady Slipper Path; Blue Heron, Valour Hall; Red Rock Inn, Sunrise Place; Blue Jay Way, Red Oak Heights.*

In addition to general long term care services, the home provides a variety of specialized care. A restorative care program is delivered to clients meeting its admission criteria and is focused on maximizing functional independence in the aftermath or illness or injury, with the goal of enabling a return to a community-based setting. A "young resident" population care service is provided for younger individuals with various levels of physical and cognitive disability requiring care for needs that cannot be met in the community. Additionally, a care program is available for people in need of long term care dementia services.

Brecken House is also located in the Prince Edward Home, hosting an adult day program. This service provides an environment focused on maintaining the health of seniors requiring on-going support to continue residing in the community.

Each of the households has their own community, comprised of 12 resident rooms, where close relationships can be formed. Each resident also enjoys optimal privacy as all 120 rooms at Prince Edward Home are single private rooms. Rooms are well equipped with necessary furniture, bathroom and amenities. Each neighborhood has a spa area with a century bathtub and shower room; full kitchen with seating and appliances; lounge with a television and DVD player; a sunroom; and courtyard access.

All households have safety doors which are locked and opened by using an electronic code. Staff will teach families and visitors how to open these safety doors. Doors are usually open throughout the day with the exception of designated dementia care households and/ or any other household that has individuals at risk for wandering. These households provide a protective environment for residents with progressive memory loss and confusion. As an extra precaution, residents at risk of wandering wear a bracelet that'll alert staff in the event of an unplanned exit from a secured household.

HOUSEHOLD MEETINGS

Every month (except in the summer) there are meetings in the households to discuss general matters pertaining to them. **All residents, advocates, staff and volunteers of the household are warmly welcomed to participate!** They are half-hour in length and are aimed at building a closer connection amongst the household's key people. The agenda for each meeting is the same: quality improvement and person centred care. The spirit of the gatherings is collaborative and informal in nature but there are some important guidelines:

- The discussion will be facilitated by a staff representative of the household
- Confidentiality is paramount - specific commentary pertaining to personal health details are to be avoided

- The focus is on practical improvement opportunities specific to the household itself which it can pursue; other topics or areas of interest can be explored after the meeting through the most appropriate channel

Feel free to join in! This is a helpful venue for people to get together and find ways to improve everyone's experience in the household. Thoughts, suggestions and feedback is always welcome.

LIBRARY SERVICES

The Recreation Department provides a book exchange with residents through the Provincial Library. Books are available for all to borrow. For book requests, please contact recreation staff.

MAIL

Your mail is sorted by office staff and is delivered to your room. Mail is opened and read to you if required or requested. All mail to you should be addressed in care of:

Prince Edward Home
75 Maypoint Road
Charlottetown, Prince Edward Island
C1E 3H1

COMPUTERS AND INTERNET

Wireless internet is available throughout every household and at the canteen area (Coffee Shop Corner). Wi-Fi can be accessed from the resident rooms with a personal device. Please request the wireless access password from a staff member. There is also a resident-friendly computer and printer/scanner located in the sunroom on each household for resident use. These machines are a great way to connect with loves ones as well, as "Skyping" and webcams are available on each!

DONATIONS

As much as anywhere else in the health system, residents in long term care can benefit significantly by thoughtful gestures from donations, either monetarily or otherwise. The Prince Edward Home Memorial Fund gratefully accepts them and puts proceeds to great use –

exclusively resident-centred. Over the years many items, including equipment, furnishings and even therapeutic programming, have been secured from these means. Given that not all services are publicly-funded at the home, these sorts of contributions can carry even more impact. Please think of the home and its current as well as future residents when considering to donate or perhaps even when estate planning. Feel free to discuss with us any suggestions you may have or to receive feedback on potential enrichment opportunities for resident well-being.

The Prince Edward Home Residents' Council also accepts donations. Both it and the Memorial Fund can issue receipts for taxation purposes.

NEWSPAPERS

Residents may have The Guardian newspaper delivered. It may be ordered by you or your advocate directly via the newspaper's circulation office and will be delivered by Recreation Department staff and volunteers.

PERSONAL POSSESSIONS & VALUABLES

You are encouraged to bring personal possessions to help in your comfort. However, please leave valuables with an advocate or in a secure place. If you do bring some with you, their safekeeping is at your own risk as the home will not replace lost or misplaced items. If an advocate is taking possession of any items after you've moved in to your new home, please let the RN supervisor know.

RESPECT

You deserve high quality service and have every right to expect it on a consistent basis. When it is felt this has not been the case, it is important this is shared with the staff. Just as important, however, is that it is done in a respectful manner. Just like residents and their advocates, our staff and volunteers must at all times be treated with courtesy, patience and understanding. Verbal abuse or threats of any kind to anyone **will not be** tolerated under any circumstances.

Much like in other settings, living in a long term care home can sometimes be stressful. While the aim is always to provide the best care in the most comfortable manner, frustrations can and do arise on occasion. When they do, please ask to talk to a staff member on how best to address them.

SCENT AWARENESS POLICY

Due to sensitivity to scented products, the home has a scent awareness policy to reduce, whenever possible, the use of perfumes, colognes, after shaves and scented cleaning/laundry products within the building.

Staff, volunteers and visitors are requested to refrain from using them while in the building and we encourage this of you, as well (or at least use in moderation). Everyone's cooperation is needed and appreciated.

To further help promote this aim, the Housekeeping and Laundry departments, whenever possible, will purchase unscented products for usage.

SMOKING

The *Smoke free Places Act*, an important measure in improving and safeguarding, the health of Islanders, requires us to reduce the exposure to second hand smoke for our residents, advocates, volunteers and staff. All feasible measures will be taken to promote this.

Accordingly, the home has strict regulations pertaining to its smoking room, designated for resident use only. For your reference, a code of conduct has been established and is enforced:

- A maximum of **one resident** is allowed in the room at any time

- Please limit visits to a **maximum** of one cigarette at a time and ten minutes in total
- Smoking in the "Ante-room" (area between the hallway and smoking room) is strictly prohibited
- This is a shared room, **everyone's rights are to be respected**. Do not harass or disrespect people using the room or those waiting to do so, under any circumstances
- The door is **only** to be open to allow entrance or exit from the room
- Profane language and/or any manner of abuse directed at residents, staff, volunteers or the general public, is strictly prohibited and **will not be tolerated**

Violation of any aspect of this code will result in the restriction or removal of smoking privileges within the home. Please note, the smoking room is open daily between 7:15 a.m. and 10 p.m.

Any other smoking activity must be outside and beyond the smoke-free spaces denoted by the home. In doing so, the cooperation of everyone in ensuring this area's cleanliness and upkeep will be sincerely appreciated in the interests of promoting as positive an ambiance as possible.

TELEPHONES

If you wish to have a telephone in your room, please make arrangements with a service provider. For convenience, we recommend you list an advocate as the account contact for any potential changes to it. We also encourage the use of portable devices with large keypads to promote easier usage.

Please note, you will be responsible for all charges connected to the phone. The bill will be sent directly to you in care of the home and can be paid from your comfort allowance if you choose.

TELEVISIONS

To conserve space and promote a comfortable living environment, flat screen televisions are permitted, up to a space of 40". We strongly encourage the use of wall mounts for your television. Also, for everyone's enjoyment, the living room features a large television and DVD player.

CABLE VISION SERVICE

A cable television service is provided for each interested resident, free of charge. For anyone desiring additional channels or programs, please contact reception to coordinate with the service provider. Any additional fees will be your responsibility.

ENVIRONMENTAL SERVICES

Housekeeping

Our staff does cleaning on a daily basis to provide as comfortable an atmosphere as possible. This includes floor scrubbing, garbage removal and dusting, amongst other areas. Please note however, cleaning of personal items are your or your advocate's responsibility.

Most importantly for both your safety and that of the staff's (and also to promote home cleanliness!) visitors are requested to not wear wet footwear beyond the main entrance during inclement weather. They are asked to please bring indoor footwear or wear the booties provided at the front of the home.

Laundry

Bed linens, bath towels and face clothes are provided and linens are changed regularly. Laundry is picked up daily, in the morning hours. Upon request, residents can provide their own blankets. A laundry service of resident's clothing is also provided. Resident's wishing to wash their own laundry are welcome to use the appliances provided in the resident laundry room (located by the stairwell in the lower level and by the coffee shop on the main level).

HYGIENE

Bathing

As much as we can, bathing schedules reflect individual choices; people can have a bath or shower during the daytime or in the evening. While availability of staff may influence the specific times, the aim is to accommodate each resident's preference and needs. You also have the option to supply your own shampoo and soaps or use what is provided. At minimum, under most circumstances, you will be bathed once per week.

Please note, toilet paper and paper towels are provided while toothpaste and other hygiene products are to be provided by you and or your advocate.

Hand Hygiene

Preventing and controlling the spread of germs and infections is very important and is taken seriously. Every room is equipped with hand sanitizers and the home has a staff member assigned to infection prevention and control.

Alcohol-based hand rub is the ***preferred method*** of hand hygiene when your hands are not visibly dirty. To use the sanitizers properly, please follow these steps:

1. Apply one pump of the product into a cupped hand.
2. Rub palms together, back of each hand, between fingers and thumbs.
3. Rub for 20-30 seconds until hands are dry.

Some important pointers for everyone to follow in using the sanitizers:

Please use them before:

- ✓ Contact with other people and their environment
- ✓ Entering a household and a resident's room
- ✓ Eating

and after:

- ✓ Coughing, sneezing or blowing your nose
- ✓ Contact with other people and their environment
- ✓ Sharing items among others
- ✓ Leaving a resident's room or household

FINANCIAL SERVICES & MEDICAL RELATED BILLS

The Business Office is open Monday to Friday, 8 a.m. to 4 p.m. and is responsible for managing financial services at the home. The offices are located at the front entrance, adjacent the reception.

It is really appreciated if the office is contacted before you attend an appointment that may incur a bill. This will allow for discussion to review options for payment for any services or goods provided to you.

For medications not covered by the provincial drug formulary, please have an account set up at the office and ensure staff are informed of what pharmacy to order from.

COMFORT ALLOWANCE

A comfort allowance is provided under the *LTC Subsidization Act* for residents in long term care homes. The primary purpose of this allowance is to provide additional means for subsidized residents to purchase items not provided by the home. Common expenses covered by this allotment include hairdresser services, dry cleaning, toiletries, subscriptions, telephone, clothing and prescription fees for non-formulary drugs. Other uses of the fund include payment for assistive devices (medical or rehabilitative equipment) not funded via other means and recommended by health professionals to enhance your quality of life. Such purchases are done in consultation with you and your advocate.

Please note, "third parties" who make purchases on your behalf intended to be funded by the allowance, need the prior approval of both you and or the nurse manager (or designate).

We are glad to help with this process and do strongly encourage you to manage the allowance with the Business Office. This service is also available for residents who are not subsidized.

MAINTENANCE SERVICES

The maintenance team is focused on ensuring the home and grounds are in good repair, safe and well maintained. In this pursuit, there are numerous important considerations where assistance is much appreciated:

Electric Appliances
All electrical appliances/equipment must be inspected by the staff to ensure they are electrically safe and CSA (Canadian Standards Association) approved. The nurse in charge will contact the staff to arrange an inspection. Any items deemed unsafe are to be removed from the home. For additional clarity, items such as kettles, toasters and microwaves (etc) are not permitted in anyone's rooms.

Extension Cords
Since extension cords have the potential to become both a safety and or a fire hazard, only staff will be allowed to install them. These cords can only be used in special circumstances.

Expanded Plug Units
Plugs to increase the outlet capacity are not permitted.

Electric Blankets or Pads
Unfortunately, these are not permitted in the home due to the potential of harm to you and others. However, nicely warmed blankets are available from the blanket warmer located in your neighbourhood.

Personal Equipment

It is your and or your advocate's responsibility to maintain all personally owned equipment and furniture in a safe condition. Any deemed unsafe will be removed from service until repaired. This may involve either you or your advocate arranging the pick-up, required repairs and payment.

NURSING SERVICES

Professional nursing care is provided on an hourly basis. Three registered nurse (RN) supervisors are assigned to the households during the day and two RN's are on duty throughout the evening and night. The RN's are responsible for assessing resident health status, contacting physicians / nurse practitioners and other health professionals, dealing with resident and advocates' concerns and handling emergencies. Also the home has two RN's as "Clinical Resource Nurses" (CRN) from Monday through Friday, 8 a.m. to 4 p.m.

Other members of the nursing team are Licensed Practical Nurses (LPNs) and Resident Care Workers (RCWs). This staff provides personal care and therapeutic treatments. A nursing clerk is also available to assist the households and may contact advocates regarding resident appointments and other non-medical needs.

Two Nurse Managers as well as the Director of Nursing are available Monday to Friday, from 8 a.m. to 4 p.m.

APPOINTMENTS

Advocates are expected to accompany you on outside appointments, such as for tests or to see other health professionals. Please be sure your provincial health card returns to the household if it was taken with you.

CONTACT PERSON

When moving-in, one advocate will be designated as the "contact person." A second advocate will be listed as an alternate contact. In the event of a change in your condition, the nurse will phone the contact person and it will be their responsibility to inform others regarding your status.

MEDICATIONS & ADMINISTRATION

All medications covered by the provincial drug program formulary are provided by the Provincial Pharmacy to residents (with the exception of respite care clients). For those medications not covered, please contact the Business Office to set-up an account and make arrangements for payment. Advocates should refrain from bringing in your prescriptions or over the counter drugs unless requested by nursing staff.

Medications are administered at various times throughout the day. These times may fluctuate depending on a number of factors, including your preference, physician/nurse practitioner orders or a change in your health status.

While medications can be an important component of your care plan, we strive to limit the amount dispensed. As much as possible, the aim is to pursue "non-pharmacological" options in responding to your needs.

HEALTH CARE DIRECTIVES

Advanced directives are highly recommended for everyone. Directives outline your choices and preferences in the event you are no longer able to express them yourself when treatment options need to be considered. It is important you speak with your healthcare team about your directive. Information regarding the process is available from the Nurse Manager or Clinical Resource Nurse. As well, an advance care planning booklet can be provided upon request.

Cardiopulmonary Resuscitation (CPR)
Do Not Resuscitate (DNR) Policy

CPR is a heroic form of medical treatment used when a person has suffered a cardiac and respiratory arrest. However, this treatment is only potentially successful under very limited and clearly defined circumstances. The home has developed a protocol and medical practice

guidelines to respond to cardiac and respiratory arrest, based on your wishes.

Further information can be obtained from the Nurse Manager or Clinical Resource Nurse.

TIPS FOR FALLS PREVENTION

Falls can happen at any time and to anyone. However, their impact can be very significant, especially for older people. In order to reduce this risk, please follow these suggestions:

In your room:

- Ensure room furnishings allow for ample space for your care and comfort
- Keep a clear pathway from your bed to the bathroom
- Make sure the call bell is within your reach before the caregiver leaves the room
- Use call bell in bathroom if you need any assistance
- Request a urinal, bedpan or commode at your bedside, if required
- Keep your night table immediately next to your bed for easy access to telephone and personal items. Do not extend beyond arms reach
- Turn the lights on at dusk
- Keep a small night light on at night
- Never climb over bedside rails or the foot of the bed
- Avoid walking on wet floors
- Wear non-skid socks

Footwear and clothing:

- Put on footwear before standing
- Footwear should have firm non skid soles and velcro straps, if possible
- Avoid wearing slippers, socks or open heeled shoes when walking
- Clothing should fit well, be comfortable and not drag on the floor

Other pointers:

- Change your position slowly
- If you feel weak or dizzy, sit down and call for help
- Use safe objects for support, never hold on to anything with wheels, use the extra bars and handrails
- Use both hands for support when getting on and off a bed, chair or toilet
- If you are in an area without a call bell, please wait for assistance
- Do not stand up from a wheelchair or commode without locking the brake
- Use your walker, cane, crutches, wheelchair or any other assistive device as instructed; do not stop using your device without letting your caregiver know
- Back into a chair; do not sit down until the backs of your legs touch the seat of the chair; use the arms of the chair for support

We're here to serve; please do not hesitate to call for assistance or to answer your questions at any time!

TRANSFER, LIFTING & REPOSITIONING (TLR) PROGRAM

"TLR" is a program used to reduce injuries to resident and staff. It is in use across all Health PEI healthcare facilities and it has been demonstrated to be very impactful.

In a nutshell, it works like this: upon moving-in, a member of the TLR team will conduct a thorough assessment of your ability to move and determine the safest and best way to meet your mobility needs. This includes the ability to move around in bed, get in and out of bed, as well as to and from various seated surfaces. As time passes and needs change, you will be reassessed as required. This assessment is included in your care plan.

As much as possible, independent or assisted transfers are encouraged. However, there can be circumstances requiring the usage of a mechanical lifting device. This is common where residents cannot bear their own weight, are not predictable with transfers or for those who cannot follow directions to complete a safe transfer. Based on each resident's assessment, other equipment, such as slider sheets, walking aids and or transfer belts may also be used to assist with mobilizing or repositioning.

These assessments are made with careful consideration requiring a delicate balance among important elements, chief among those being your wellness, dignity, and safety and that of your caregivers.

For additional information, please contact our Occupational Therapy department.

OUTINGS

Getting out and about in the community is very important and is something encouraged when possible. Here are a couple of pointers we ask be kept in mind when doing so:

- Please let the nursing supervisor know 24 to 48 hours in advance before an outing so any required medications can be prepared
- You are responsible for your own transportation costs and if you do not move independently, wheelchair transport is required (provided by a third party service such as Pat & The Elephant)
- Staff do not transfer residents in and out of vehicles but can provide some assistance to this process

NUTRITION SERVICES, RESIDENT DINING AND MEAL TICKETS

Nutrition Services provides appetizing and nutritious, high quality food for all residents based on Canada's Food Guide. To promote variety and balance, meal options are rotated approximately every five weeks.

You are encouraged to eat your meals in the household dining area where you can relax and socialize with friends. If you need assistance with dining, a staff member will provide assistance. We also encourage advocates and volunteers to help as well, when available.

A member of our nutrition services staff will meet with you (with the exception of those in restorative or respite care programs) to discuss your dietary needs. Based on your feedback, menus are carefully planned and a therapeutic diet is delivered.

Meal Times

Please note the daily meal times:

- Breakfast - 7:30 a.m. to 9 a.m.
- Dinner - 12 p.m. to 1 p.m.
- Supper - 4:45 p.m. to 6 p.m.

If you wish to have a snack or meal outside of these times, please inform the staff.

Meal Tickets

It is important for your advocates to share meals with you when available. As such, meal tickets are available for purchase to allow them to enjoy a meal alongside you. To do so, these considerations are requested to be followed:

- Please purchase tickets from Reception between 8 a.m. – 3:30 p.m on weekdays

- To order the meal, please call the kitchen by 10 a.m. for dinner and 3 p.m. for supper
- Please present meal ticket (beige for dinner, pink for supper) to the Combined Service Worker on the household at the time requested
- Please note substitutions cannot be made to menu items

If you become very ill and your advocates are here to be with you, they will be provided with a 'comfort cart' containing light nourishments. This request can be made by the RN in charge to the Nutrition Services Department.

Guidelines for Food Brought in For Residents

As a home and healthcare facility, there are regulations we are required to follow to minimize risk of food borne illnesses. In order to promote the safety of all residents, we ask for your and your advocate's cooperation in following them:

- Advocates or visitors bringing in food should not share with other residents
- Perishable foods cannot be accepted or prepared by the main kitchen
- Any perishable foods containing meats such as shellfish, dairy products, eggs or meringues for example, should be eaten during the visit or discarded
- Shellfish brought should be shelled and ready to eat
- Home bottled or canned items (for example, clams) are considered extremely high risk foods and are not recommended

- Jams, jellies or pickles may be brought in for an individual resident; please label with name, date and refrigerate. Nutrition services staff at meal time will serve a portion, as requested
- Non perishable foods such as home baked goods or snack foods not requiring refrigeration may remain with you in your room. If for some reason they cannot, they may be stored in the kitchen and served to you
- Perishable items to be left for you in the household refrigerator are to be labeled and dated; it will be discarded after the subsequent breakfast meal if not consumed

For additional clarity, please note how perishable and non-perishable food is defined:

Perishable: are foods not safe to be left at room temperature because of the risk of bacterial growth and potential food poisoning. Examples include meat, poultry, dairy products, eggs, fish and shellfish, cooked vegetables and any prepared food requiring refrigeration.

Non-perishable: are foods safe to be kept at room temperature for a reasonable period of time. Examples include raw fresh fruits, vegetables or dry goods (breads, crackers, dry pastas or cereals).

On behalf of all residents and staff, thank you for your support in respecting these guidelines!

REHABILITATION SERVICES

At the home, rehabilitation primarily consists of two services: physical therapy (PT) and occupational therapy (OT). The goal of both is to help residents regain strength and mobility. In helping people achieve their potential, the rehabilitation staff's approach is to help residents be as independent, safe and comfortable as possible.

Alongside the occupational and physiotherapist on staff, rehabilitation assistants also form an important element of the rehabilitation team in delivering services.

Occupational Therapy

In collaboration with residents, advocates and other care staff, occupational therapists work to maintain or enhance independence and participation in meaningful activities, particularly so in the areas of self care, productivity, and leisure. Common interventions involve adapting the environment; modifying a task; teaching a new skill; and educating. Some typical examples include:

- Seating and wheelchair prescriptions
- Power mobility assessments and recommendations

- Recommending adaptive equipment
  (eg - transfer poles, raised toilet seats; dressing aids, smoking aprons, bed rails, transfer boards, etc.)
- Comprehensive assessments - cognitive, physical, functional, transfer, home - alongside development of programs and provision of recommendations

Physiotherapy Services

Residents are assessed by the physiotherapist upon referral and potentially when there are significant changes in their ability to move. A key aspect of a physiotherapist's role is to promote wellness and independence by helping individuals to regain impaired functions.

Services provided by the physiotherapist can include:

- Gait and balance training
- Pain control
- Assistance with transfer, lifting and repositioning assessments
- Range of motion and strengthening exercises
- Balance training
- Suggestions and instructions for the use of walking aids and other adaptive equipment
- Fall prevention recommendations

When the above physiotherapy services are required by you, the physiotherapist will seek to educate the staff, as well as both you and your advocate to support your care.

SOCIAL WORK SERVICES

The social worker is available for you and your advocates alike to provide support during the various stages of your experience at the home.

The social worker serves a vital function in bolstering resident well-being. In a variety of capacities this role delivers key supports. Here are some examples to illustrate:

- Offer counseling, mediation and advocacy to residents
- Provide education to support healthcare decision making and end-of-life-planning
- Collaborating with care team members to promote holistic approaches in caring for residents, emphasizing quality of life and individual autonomy
- Facilitating positive therapeutic relationships with residents and their advocates
- Coordinating services in the restorative care program, including level of care assessments, care and discharge planning

In addition to these duties, social work also serves an important role in developing programs for specialty services at the home, including dementia care, restorative care and the home's younger population. The goal of these programs is to enhance quality of life by engaging residents in meaningful activities tailored to physical, emotional and social needs.

PHYSICIAN AND NURSE PRACTITIONER CARE

The home's medical care is delivered under the guidance of its house physician and or nurse practitioner. They provide or coordinate consultative services and treatments, as required. Additionally, they prescribe medications and interventions. Aside from exceptional circumstances, there is always a physician on call for the home. Typically, "rounds" ("house" calls) are conducted on a predictable weekly basis. Requests to access the house physician and or nurse practitioner are processed via the registered nurse.

When you move-in, you have the option to retain your own family physician / nurse practitioner; however, he/ she must be willing to continue to attend to your medical needs at the home. If this is the case, you and or your advocates need to make arrangements to obtain this medical care from them. Otherwise, the home's medical staff will be happy to serve you!

RECREATION DEPARTMENT

The Recreation Department strives to promote a person centered environment, focusing in particular on delivering recreational programming of an active and therapeutic nature. The team follows the "Montessori" method, whose techniques are considered best practice in recreation therapy.

This method:

- Engages the mind, body and spirit
- Uses relatable everyday materials to orientate
- Promotes independence
- Modifies tasks to the individual's ability
- Focuses on the process as much as the outcome of an activity

Attending activities helps to reduce loneliness and promote quality of life. The role of the recreation staff is to help you find meaningful activities you enjoy and can participate in. There are numerous programs on offer, all of which are devised to actively engage you either physically, socially, intellectually and spiritually (or all at the same time!). Here are some popular examples:

Exercise Class	Intergenerational Programs	Computer Tutoring
Music Therapy	Walking Program	Concerts
Theatrical Performances	Bingo	Craft Making
Happy Hour!	Coffee Club	Cooking
Religious Services	Birthday Celebrations	Gardening
Pet Therapy	Art Class	Seasonal Parties

Although participation is encouraged, it is voluntary and your preferences will be respected. Advocates are always welcome to join in, as well.

A monthly recreation calendar is posted throughout the home and individual copies are distributed to residents. Upon request, the calendar can be emailed to you and your advocate at the start of each month.

COFFEE SHOP CORNER

A canteen is operated by volunteers and stocks many helpful supplies, including snacks, refreshments, confectionaries, personal care items, cards, hygiene products, and more. Profits of the canteen go to the Prince Edward Home Residents' Council, where proceeds are used for such benefits as community outings, unique projects and special events.

Please check schedule for hours of operation.

This shop is highly valued by residents and operates on the strength of our volunteers. If interested in helping out, please contact the Recreation Department.

PASTORAL SERVICES

Catholic mass is typically held on Fridays mornings at 10:15 am. For Protestant services, it normally is on Thursday afternoons at 2 pm.

Please notify the Recreation Department in advance if you wish to have communion in your room.

ROOM AND SPACE BOOKINGS

The Chapel (which can also be used as a "multi-purpose") room and an area of Coffee Shop Corner can be booked by you and advocates by the Recreation Department. Home meeting rooms are sometimes also available and can be booked at the main reception desk. Please see contact directory for Brecken House if interested in this space. In all cases, please submit your requests as much in advance as possible.

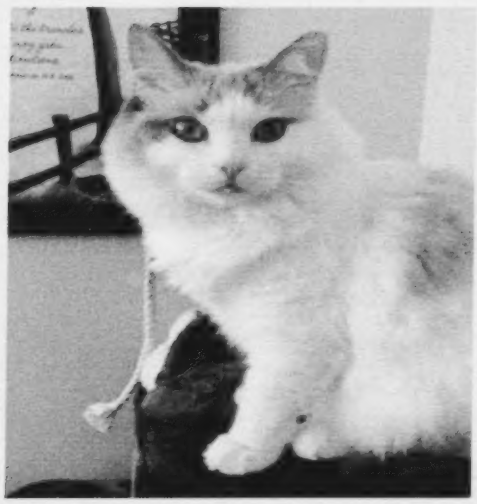
The home has beautiful courtyards for everyone's enjoyment. They can be reached from each household. Barbeques can be accessed from the Recreation Department. As always, advance notice is appreciated.

Please also note your household is equipped with a full kitchen and there is a laundry station near Coffee Shop Corner. Please talk to Recreation Department if interested in using these areas.

RESIDENTS' COUNCIL

The council is a forum led by residents to provide an opportunity to discuss their experience at the home and to make recommendations about matters affecting it. All residents are welcomed and encouraged to attend meetings. Residents' Council meets as it deems necessary. To get involved, please contact the Recreation Department.

PETS



It's been demonstrated time and time again. Animals can benefit and improve resident well-being. Regardless of one's health, extensive experience has shown the many positive impacts available when relationships are forged with suitable pets. Because of this, the home continually seeks such opportunities.

Pets are welcome to visit you in the home. It is important they be properly contained (eg – dogs on a leash, cat in a carrier in transit) and have up to date vaccinations. It is also helpful if before the first visit there is a discussion with staff in advance. Aside from these visits, there is a pet therapy program featuring dogs certified by St. John's Ambulance or Therapeutic Paws of Canada.

In addition to furry visitors, there are also several pets living at the home, full-time! Courtesy of a very thoughtful donation, at Coffee Shop Corner there is a large salt water fish tank. Also in this area we have a family of budgie birds, carefully tended to by some of our residents. In Valour Hall, there is a lovely cat strutting the hallways comforting residents. You are welcome to come visit her at your leisure.

RECESSIONAL

The passing of a resident is a particularly challenging time for many. When this happens, many activities need to happen in a sensitive manner, befitting the dignity deserved to each individual. In keeping to our commitment of person centred care throughout a resident's journey with us, a "Dignity Quilt" is draped over the resident's body and remains in place up until transportation from the home. As the resident is transported from the room, all staff along this path stand to the side in a gesture of observance and respect for the duration of this recessional. Unless otherwise specifically requested, room doors along the route remain open.

These gestures help to aid in honoring residents and can provide additional comfort to their advocates. It is also hoped this further highlights the significance attached to each and every resident the home has the privilege to care for.

APPENDICES

RESIDENT BILL OF RIGHTS

1. You have the right to be treated with courtesy and respect and in a way that fully recognizes your dignity and individuality.
2. You have the right to be protected from all forms of abuse.
3. You have the right not to be neglected by the staff of the facility.
4. You have the right to be properly sheltered, nourished, clothed, groomed and cared for in a manner consistent with your needs.
5. You have the right to live in a safe and clean environment.
6. You have the right to exercise the rights of a citizen.
7. You have the right to be told who is responsible for and who is providing your direct care.
8. You have the right to be afforded privacy in treatment and in caring for your personal needs.
9. You have the right to have your participation in decision making respected.
10. You have the right to have and display personal possessions, pictures, and furnishings in keeping with safety requirements and other people's rights.

11. You have the right to participate fully in the development, implementation, review and revision of your plan of care.

12. You have the right to give or refuse consent to any treatment, care or service for which your consent is required by law, and to be informed of the consequences of giving or refusing consent.

13. You have the right to the opportunity to participate fully in making any decision concerning any aspect of your care, including any decision concerning moving in, discharge or transfer to or from a long term care home or a secure area and to obtain an independent opinion with regard to any of those matters.

14. You have the right to have your records of personal health information kept confidential in accordance with the law.

15. You have the right to receive care and assistance towards independence based on a restorative care philosophy to maximize independence to the greatest extent possible.

16. You have the right not to be restrained. If you are being considered for restraints, you have the right to be fully informed about the procedures and the consequences of receiving or refusing them.

17. You have the right to communicate in confidence, to receive visitors of your choice and to consult in private with any person without interference.

18. You have the right to have your family with you when your health is critical. Family can be with you twenty four hours per day, if you wish for this to occur.

19. You have the right to designate a person to receive information concerning any transfer or any hospitalization, and to have that person receive that information immediately.

20. You have the right to raise concerns or recommend changes in policies and services on your own behalf, or others, to the residents' council, long term care home staff, government officials, or any other person inside or outside the long term care facility, without interference and without fear of coercion, discrimination, or reprisal.

21. You have the right to form friendships, to enjoy relationships, and to participate in the life of the long term care home.

22. You have the right to have your lifestyle and choices respected.

23. You have the right to participate in the Residents' Council.

24. You have the right to meet privately with your spouse or another person in a room that assures privacy.

25. You have the right to share a room with another resident according to your mutual wishes, if appropriate accommodation is available.

26. You have the right to pursue social, cultural, religious, and other interests to develop your potential and to be given reasonable assistance by the long term care home to pursue these interests and to develop to your potential.

27. You have the right to be informed in writing of any law, rule, or policy affecting the services provided to you by the long term care home and of the procedures for initiating complaints.

28. You have the right to manage your own financial affairs where you are able to do so, and where your financial affairs are managed by the long term care home on your behalf receive assurance that your property is managed solely on your behalf.

29. You have the right to be given access to protected areas outside the long term care home in order to enjoy outdoor activity, unless the physical setting makes this impossible.

30. You have the right to have any friend, family member, or other person of importance attend any meeting with you, or for you, with the long term care home staff.

CONTACT DIRECTORY

Main Number/Front Reception **902-368-4607**
Administrator 902-368-5959
Director of Nursing 902-368-6191
Environmental Services Department 902-368-4612
Finance 902-368-4719
Hair Salon 902-368-5229
Households
- Blue Heron 902-368-5739
- Blue Jay Way 902-368-4722
- Fox Meadow 902-368-5649
- Lady Slipper Path 902-368-4810
- Lighthouse Cove 902-368-4613
- Red Oak Heights 902-368-6087
- Sunrise Place 902-368-4731
- Valour Hall 902-368-4617
- Red Rock Inn 902-368-4619
- Lupin Valley 902-368-4618

Nursing Care
- (Blue Jay Way / Red Oak Heights / Sunrise Place / Red Rock Inn)
- Clinical Resource Nurse 902-368-6451
- Nurse Manager 902-368-4353
- Fox Meadow / Light House Cove / Blue Heron / Valour Hall / Lady Slipper Path / Lupin Valley)
  - Clinical Resource Nurse 902-620-3350
  - Nurse Manager 902-368-4608

Nutrition Services Department 902-368-4614
Recreation Department 902-368-5792
Occupational Therapy Department 902-368-6079
Physiotherapy Department 902-368-6411
Social Work Department 902-368-4672
Volunteer Information 902-368-5826

Outside Resources

Alzheimer Society of PEI 902-628-2257
Island Hospice 902-368-4498
Provincial Home Care / Brecken House 902-368-4790
Meals on Wheels 902-569-7700
Pat and the Elephant 902-894-3339

HELPFUL LINKS

The Prince Edward Island Seniors' Guide:
www.gov.pe.ca/seniors/index.php3?number=1025788&lang=E

Health PEI - Long-term Care:
www.healthpei.ca/longtermcare

Community Legal Information Association of Prince Edward Island

Moving to a Community Care Facility or Nursing Home:
www.cliapei.ca/sitefiles/File/publications/PLA10.pdf

Consent to Treatment:
www.cliapei.ca/sitefiles/File/publications/PLA8.pdf

Healthcare Directives:
www.cliapei.ca/sitefiles/File/publications/PLA9.pdf

Alzheimer Society: Adjusting to Long term Care
www.alzheimer.ca/~/media/Files/national/brochures-day-to-day/day_to_day_adjust_longterm_care_2008_e.pdf

and

www.alzheimer.ca/en/Living-with-dementia/Caring-for-someone/Long-term-care/Moving-to-long-term-care

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